

Critical System Governance Attestation

Agency Name: Employment Security Department

Name of Agency Contact: Lisa Marsh

Agency Contact Phone Number: (360) 902-9301

| Name of Critical System | Name and Title of Business Sponsor | Have known problems been reviewed to ensure appropriate priority and accountability? | Have pending enhancement requests been reviewed to ensure appropriate priority and accountability? |
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| GUIDE | Susan Hettinger, Director Unemployment Insurance Claims Center Operations | Yes. Known problems have been identified. The agency has made a considerable investment in FAST enterprises technology to replace existing Benefits functionality to include outstanding identified items as appropriate. | Yes. Pending enhancement requests have been reviewed. Those requests have not been reviewed since the inception of the UTAB project. The agency has made a considerable investment in FAST enterprises technology to replace existing Benefits functionality to include outstanding enhancement requests as appropriate. |
| Web Continuing Claims | | | |
| Web Initial Claims | | | |
| Claimant Message Recording | | | |
| Training Benefits Application | | | |
| Expert Fact Finding | | | |
| Employer Search Tool | | | |
| UCGUI | | | |
| Direct Deposit | | | |
| Trade Readjustment Act Database (Access) | Sandy Miller, Director Workforce & Career Development Division | | |
| Disaster Unemployment Database (Access) | Neil Gorrell, Director Employment Systems Policy & Integration Operations | | |

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| CallTech | Susan Hettinger, Director Unemployment Insurance Claims Center Operations | Yes. Known problems have been identified and are actively being prioritized and worked by the team in conjunction with business. | Yes. Pending enhancement requests have been identified and are actively being prioritized and worked by the team in conjunction with business. A large set of system enhancements have been identified related to integration needs for UTAB and are being estimated. |
| Problem Payment Queue | Brenda Westfall, Director Tax & Wage Administration | Yes. This system has been recently implemented and is in the stabilization phases. Incoming issues are reviewed and prioritized by business as an ongoing effort to complete the project. | Yes. This system has been recently implemented and is in the stabilization phases. Recently identified enhancement requests have not yet been reviewed and prioritized by business. That process will occur immediately after stabilization and project scope is complete. |
| Next Generation Tax System (NGTS) | | Yes. Known problems have been identified and are actively being prioritized and worked by the team in conjunction with business. The NGTS system and the ancillary tax systems continue to be stabilized with a large number of outstanding identified issues. | Yes. Known problems have been identified and are actively being prioritized and worked by the team in conjunction with business. The NGTS system and the ancillary tax systems continue to be stabilized with a large number of outstanding identified issues. |
| Employer Account Management System | | | |
| WebTax | | | |
| e-pay | | | |
| Bulk e-filing | | | |
| ACH Service | | | |
| NACHA Service | | | |
| ACH Admin | | | |
| Treasury Offset Program System (TOPS) | | | |
| SKIES | | | |
| Go2Worksource | Sandy Miller, Director Workforce & Career Development Division | Yes. Identified issues related to SKIES and Go2Worksource have largely been put on hold during the implementation of the WorkSource | Yes. Identified changes/enhancements related to SKIES and Go2Worksource have largely been put on hold during the |

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| | | Integrated Technology Project (WIT). This replacement project includes addressing known problems as appropriate. | implementation of the WorkSource Integrated Technology Project (WIT). This replacement project includes addressing pending enhancement requests as appropriate. |
| CATS | | Yes. Identified issues have been recently reviewed. Support personnel for this system no longer exist in ESD. ESD's current strategy is to pursue enhancements to DSHS's system to support ESD service delivery needs in a way that allows for this system to be decommissioned. | Yes. However, support personnel for this system no longer exist in ESD. ESD's current strategy is to pursue enhancements to DSHS's system to support ESD service delivery needs in a way that allows for this system to be decommissioned. No enhancements to this system are currently supported by ITBI. |
| JFS | | Yes. This system does not currently have requests in the backlog. | Yes. This system does not currently have requests in the backlog. |
| RLI site/e-bill and collect | Sandi Triggs, Chief Financial Officer | Yes. This system is in process of being replaced and outstanding issues have been included as appropriate. | Yes. This system is in process of being replaced and outstanding enhancement requests have been included as appropriate. |
| Cost Allocation System | | Yes. This system has been identified for replacement as part of the ESD Chart of Accounts project and any identified issues will be addressed at that time. However, there is not currently a backlog of identified issues. | Yes. This system has been identified for replacement as part of the ESD Chart of Accounts project and any identified issues will be addressed at that time. However, there is not currently a backlog of identified issues. |
| Imaging System | Lisa Marsh, Deputy Commissioner | Yes. This system has a backlog of issues/requests that have not recently been reviewed. Plans to replace this system are currently underway and the initial research indicates that viable replacement options are readily available. Replacement requirements and | Yes. This system has a backlog of issues/requests that have not recently been reviewed. Plans to replace this system are currently underway and the initial research indicates that viable replacement options are readily available. Replacement requirements and |

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| | | plans will include all outstanding issues as well as other known issues. In addition, workflows in this system currently being used to support UI Benefits will be replaced with UTAB. | plans will include all outstanding issues as well as other known issues. In addition, workflows in this system currently being used to support UI Benefits will be replaced with UTAB. |
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Name of Agency Director: Dale Peinecke

Signature of Agency Director/Date:



1/29/2016